

RISK MANAGEMENT ADMINISTRATION

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide and effectively manage in accordance with State Statutes, the County's Self Insurance Program at the lowest possible cost and in the best interests of the citizens and employees of Broward County and to ensure the safety and well-being of all County employees and the citizenry visiting County property.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
New Workers' Compensation (WC) claims processed and administered	703	663	1,400
New General liability (GL) claims processed and administered	79	79	200
New Auto liability (AL) claims processed and administered	47	34	80
New Mass Transit (MT) claims processed and administered	86	163	220
Workers' Compensation claims closed as a percentage of claims opened annually	N/A	N/A	90
General Liability claims closed as a percentage of claims opened annually	N/A	N/A	100
Automobile liability claims closed as a percentage of claims opened annually	N/A	N/A	100
Mass Transit claims closed as a percentage of claims opened annually	N/A	N/A	90
Percentage of workers' compensation medical bills paid within 45 days from receipt per State mandate	99	95	98
Percentage of medical exam results input into the database within 2 days of receipt	91	87	92
Site visits for safety and occupational health	233	125	500
Safety and occupational health consultations via phone/email	427	285	900
Accident/incident reports reviewed within 5 business days of receipt	100	125	100
Percentage of authorized County drivers reviewed monthly for invalid licenses and suspensions	99	98	99

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Percentage of criminal background checks input into the database within 2 days of receipt	91	94	95
Percentage of workers' compensation indemnity payments paid within seven days of due date	100	96	98
Percentage recovery for vehicle damage	N/A	N/A	85
Percentage recovery for property damage	N/A	N/A	78
Average number of WC claims closed per claim adjuster annually	N/A	N/A	170
Average number of Liability claims closed per claim adjuster annually	N/A	N/A	110

RISK MANAGEMENT INSURANCE/RESERVES

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide and manage the required reserves for Worker's Compensation, general liability, medical malpractice, mass transit liability, and auto liability to satisfy self-insurance funding requirements and to ensure adequate funds for purchasing commercial insurance.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Workers' Compensation self-insurance costs per employee	638	829	1,969	
Liability self-insurance costs per capita	0.48	0.49	2	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.